

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- A. EDUCATION: Certified Professional Secretarial (CPS) designation required.
- B. PRIOR WORK EXPERIENCE: Minimum of five (5) years progressively responsible secretarial experience is required; At least two (2) of the five (5) years must be as an administrative assistant/secretary to a middle or senior manager.
- C. POST ENTRY TRAINING: Limited post-entry training related to USAID policies, procedures and formats will be provided; Basic training in USAID program skills; Training in USAID filing policies.
- D. LANGUAGE PROFICIENCY: Level IV, fluent written and oral proficiency in English is required;
- E. KNOWLEDGE: Thorough knowledge of general administrative, procedures, and formats; Mastery of English grammar and spelling, punctuation, paragraph and sentence structure; Comprehensive knowledge of protocol requirements; Basic knowledge of Mission program activities; Demonstrated proficiency in preparing various documents such as memoranda, travel vouchers, cables, complex program documents.
- F. SKILLS AND ABILITIES: Ability to initiate actions and take to completion without guidance; Ability to research, organize data, and quickly compile into accurate reports or necessary lists; Ability to communicate effectively and diplomatically with staff members, the general public, senior US and foreign government officials, and private sector leaders; Demonstrated working knowledge of administrative filing systems; Demonstrated proficiency with software such as Word, Excel, PowerPoint.

16. POSITION ELEMENTS

- A. SUPERVISION RECEIVED: The incumbent is directly supervised by the Mission Director and indirectly by the Sup. Program Officer; (S)he must be able to perform routine duties with minimal guidance.
- B. AVAILABLE GUIDELINES: USAID/Jamaica established administrative and secretarial procedures and policies, such as travel regulations; Embassy protocol policies.
- C. EXERCISE OF JUDGMENT: Incumbent must be able to prioritize work assignments and judge what tasks are urgent and require immediate follow-up and/or response; Incumbent must know when to refer questions and/or seek guidance or explanation from Mission Director or Sup. Program Officer; uses initiative and judgment and exercises discretion in managing the Office of the Director, including dealing with Mission staff, senior officials, and the general public.
- D. AUTHORITY TO MAKE COMMITMENTS: The incumbent has no authority to make commitments or commit USG funds on behalf of USAID/Jamaica.
- E. NATURE, LEVEL AND PURPOSE OF CONTACTS: The incumbent must communicate effectively with senior officials in the US Government, in counterpart governments in Jamaica, in regional counterpart organizations, in the private sector and with our donor partners; In addition, the incumbent must communicate effectively with all US Government employees, including USAID/Jamaica personnel, TDYers, visitors, and the general public to make requests, obtain information, and follow-up on assigned tasks.
- F. SUPERVISION EXERCISED: None
- G. TIME REQUIRED TO PERFORM FULL RANGE OF DUTIES AFTER ENTRY INTO THE POSTION: One (1) year

13. BASIC FUNCTION OF THE POSITION

The incumbent serves as the Administrative Assistant to the USAID/Jamaica Mission Director and the Sup. Program Officer/de facto Deputy Director. In this role, the incumbent manages the Office of the Director. Establishes and maintains contact with the offices of high-level government officials, including: Offices of ministers, including the prime minister; offices of the Director-Generals of regional organizations, e.g. offices of international development partners, private sector associations and business leaders; and, United States government offices, including the office of the U.S. Ambassador, and USAID/Washington in order to expertly manage the Director's and Sup. Program Officer's schedules and to ensure prompt attention and disposition of all actions and requests for meetings involving the Office of Director. The incumbent also serves as the senior administrative assistant for USAID/Jamaica and in such capacity plays a major leadership role in providing guidance to the other administrative assistants and secretaries in the Mission. Screens/greets all visitors/guests and callers for the Office of the Director and personally provides non-technical information or, using independent judgment, refers them to other Mission staff, as and when appropriate. Due to the level of responsibility that accompanies this position, integrity, honesty, discretion, confidentiality, initiative, good judgment, ability to act independently and strict attention to detail are all essential attributes of the incumbent. The incumbent also supports USAID/Jamaica's Acquisition & Assistance Specialist in preparing and updating contract files and other routine correspondence.

14. MAJOR DUTIES AND RESPONSIBILITIES

I. ADMINISTRATIVE

65%

- A. Manages the calendars for the Mission Director and Sup. Program Officer, including scheduling appointments. Brings to their attention important issues/information that may need to be addressed in meetings and ensures that appropriate briefing materials are prepared in a timely manner; Coordinates closely with the office of the U. S. Ambassador and Deputy Chief of Mission, the Protocol Section of the Embassy, and offices of ministerial level officials and donor partners in scheduling and planning events. Secures the participation of appropriate Mission staff in upcoming meetings and events; Coordinates with appropriate Mission staff and offices of external attendees for all meetings, conferences, and events for the Mission Director and Sup. Program Officer to ensure the successful planning of all logistical details.
- B. In consultation with the Acquisition & Assistance Specialist, maintains contract files, prepares draft response letters, or type in final as required, assists in organizing debrief sessions and other duties as assigned by the Mission Director.
- C. Serves as principal quality control point for all documents coming into and leaving the Office of the Director; ensures documents, such as correspondence, speeches, and briefing materials, are suitable in form and substance, making appropriate edits, and have been properly cleared; Composes routine correspondence on own initiative and complex, non-technical correspondence with minimal instructions.
- D. Manages all travel arrangements for the Mission Director, Sup. Program Officer, and other employees of the Office of the Director, including as necessary negotiating with hotels regarding rates, preparing requests for actual subsistence, and obtaining travel authorizations and tickets; Demonstrates expert skill and efficiency in arranging and rearranging travel as appointments are confirmed and/or cancelled in various countries; Prepares travel vouchers, with all appropriate documentation, promptly upon return.
- E. Serves as the primary arranger and coordinator for entitlement travel for the Mission Director and the Supervisory Program Officer. This includes ensuring that all the appropriate forms are completed and signed; keeping updated on USG entitlement allowances to ensure conformance with regulations; advising employees of their entitlements; preparing travel authorization in E2 prior to travel and ensuring all appropriate documents are uploaded in E2; and following up with employees to ensure that vouchers are promptly and properly filed upon completion of travel.
- F. Coordinates logistical support for all VIP visitors, including arranging with the Embassy's GSO including the Motor Pool Unit, and the RSO for all expediting services, security

- arrangements, hotel reservations, and meeting rooms; orchestrates key details for such visitors, including the preparation of briefing books.
- G. Manages representational expense account, advising the Mission Director of amounts available and preparing budgets for planned events; Maintains records of representational events and expenses and promptly prepares and submits reimbursement claims.
- H. Establishes and maintains computer-based key contacts list of government, private sector, and implementing partners; Periodically revises the list to ensure information is up-to-date and correct protocol titles are shown; Uses computer software to prepare guests lists, invitations and other correspondence and address them appropriately for diplomatic functions and other special events.
- I. Manages the preparation, approval, and periodic revision of the Mission's training and leave plans; Manages the flow of documents to and through the Office of Director by monitoring the Mission's document tracking system and problem solving as necessary to expedite clearances.
- J. Solicits inputs and manages development of agenda for general staff meetings and meetings of the senior leadership team; issues e-mail notification of staff and leadership meetings and ensures meeting location is secured; Uses judgment to prepare the notes from such meetings for general distribution.

II. SECRETARIAL

25%

- A. Establishes and maintains automated logs (electronic filing and tracking system) for all incoming/outgoing correspondence of the Mission; receives daily incoming mail and other correspondence addressed to the Mission; reproduces necessary file copies to include, but not limited to, the scanning of documents for digital storage/retrieval using imaging software.
- B. Works closely with the Mission Director and Sup. Program Officer to maintain compatible file systems that can be easily accessed by the Mission Director and Sup. Program Officer.
- C. Prepares simple draft letters and responses to incoming correspondence; types from handwritten or typewritten rough draft documents such as memoranda, cables, forms, charts, faxes, correspondence and other official transmittals.
- D. Maintains leave records and bi-weekly time and attendance reports for all staff in the Office of the Director and any documentation required for COLA and other similar benefits for the Mission Director and Sup. Program Officer.
- E. Orders and maintains inventory of all office supplies and equipment; ensures that office equipment functions properly, and prepares work orders for repairs when necessary.
- F. Provides telephone and receptionist services by screening visitors and callers and personally providing technical information to inquirers or refers them to other Mission staff, as appropriate; On sensitive or substantive issues, determines the nature of the contact and provides background information to the Mission Director or Sup. Program Officer before referring the call or visitor.
- G. Will be required from time to time to prepare and enter vouchers into the Mission's payment system, ASIST; will also be required from time to time to initiate purchase requests in the Embassy's purchasing system, ARIBA.
- H. Will be responsible for clouting all outgoing unclassified cables via the Missions SMART cable system.
- I. Maintains and sends out the Visitors' List on a regular basis.
- J. Prepares and processes exemption letters for General Consumption Tax for OE-funded purchases.
- K. Maintains and issues USAID/Jamaica Administrative Notices.
- L. Other related duties as assigned.

III. OTHER

10%

Serves as the local FSN Time & Attendance Coordinator at Post, including coordination of bi-weekly submissions of T&A; reviews and ensures accuracy of Time & Attendance reports before sending to the Dominican Republic.

EVALUATION CRITERIA
ADMINISTRATIVE ASSISTANT, OFFICE OF THE DIRECTOR

1. EDUCATION

10 points

Certified Professional Secretarial (CPS) designation required; A Bachelor's degree in a relevant subject is desirable.

2. WORK EXPERIENCE

20 points

Minimum of five (5) years progressively responsible secretarial experience is required; At least two (2) of the five (5) years must be as an administrative assistant/secretary to a middle or senior manager; At least two (2) years experience in a U.S. government or international organization is preferred.

3. KNOWLEDGE

15 points

Thorough knowledge of USAID administrative policies, procedures, and formats; Mastery of English grammar and spelling, punctuation, paragraph and sentence structure; Comprehensive knowledge of protocol requirements; Basic knowledge of Mission program activities; Demonstrated proficiency in preparing various documents such as memoranda, travel vouchers, cables, complex program documents.

4. SKILLS AND ABILITIES

30 points

Ability to initiate actions and take to completion without guidance; Ability to research, organize data, and quickly compile into accurate reports or necessary lists; Ability to communicate effectively and diplomatically with staff members, the general public, senior US and foreign government officials, and private sector leaders; Demonstrated working knowledge of administrative filing systems; Demonstrated proficiency with software such as Word, Excel, PowerPoint.

5. LANGUAGE PROFICIENCY

25 points

Level IV, fluent written and oral proficiency in English is required.